

ABSTRACT OF THE DISCLOSURE

A method and system for automatically handling exceptions in a business-to-business transaction. E-commerce internet gateways through which the business-to-business transaction passes are monitored for exceptions. When an exception is detected, an intelligent contact manager automatically determines and then locates the representative(s) authorized to resolve this exception. A unified communication system is then utilized to automatically contact and notify the authorized representative(s) of the exception. A web collaboration system is then utilized to automatically establish a collaboration session between representatives of the business-to-business transaction so that the exception can be readily resolved.

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